FIG. 1 16 INTERNET TERM AGENT Host 15 27 TERM 33 WS CALLER 35 VOIP AGENT 36 CPU IVR MEM CALLER REC **PSTN** 34 38

FIG. 2 A10 TO 6
INTERNET ← CI 6<u>0</u> **5**8 50 A2I NIC CO A20 52 68 IVRI IVRO REC 80 RECI TO PSTN PSTNI

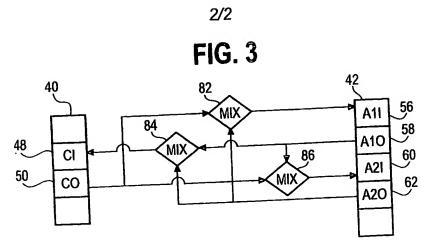


FIG. 4 AGENT LISTEN MIX **CALLER** MIX TALK AGENT TONES AND IN FROM CONFERENCE ANNOUNCEMENTS OUTPUT 72 94 RECORD OUT TO CONFERENCE MIX MIX INPUT 58 98 AGENT TALK **CALLER** MIX LISTEN

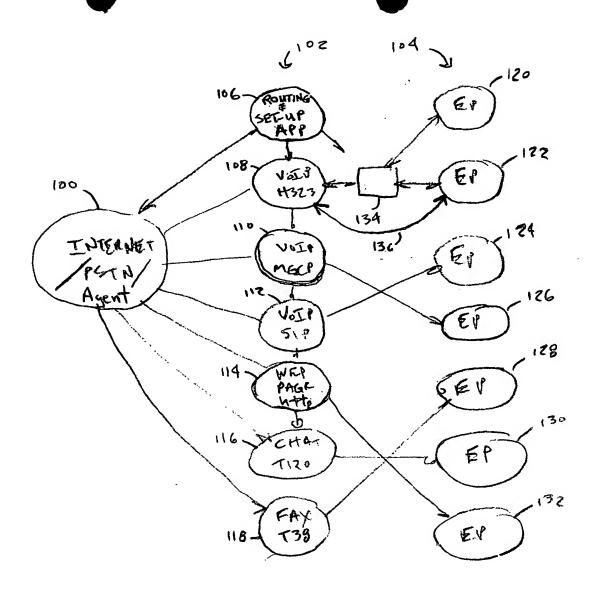


FIG. 5